

October 4, 2019

**Via Email** ([idtheft@oag.state.md.us](mailto:idtheft@oag.state.md.us))

Office of the Attorney General  
Attn: Security Breach Notification  
200 St. Paul Place  
Baltimore, MD 21202

To Whom It May Concern:

In accordance with Md. Code Ann., Com. Law § 14-3504, I am writing on behalf of Verizon Media (or the “Company”) to notify you about a recent data security issue involving a third-party customer support agent.

Verizon Media recently learned that between March 12, 2019 and August 12, 2019, one of its third-party customer support agents may have improperly accessed a limited number of Verizon Media members’ names, email addresses, online account passwords, telephone numbers, postal addresses, and dates of birth. Not all of these data elements were affected for each impacted member. Promptly after learning of the issue, the Company quickly began to investigate the nature and scope of the issue and identify the members whose information may have been affected. Law enforcement has been notified of the issue and Verizon Media understands that the relevant agent has since been terminated. The incident did not impact Verizon Media’s systems.


Verizon Media is notifying potentially affected members and is requiring members whose account passwords were affected by this issue to reset their passwords. The Company also has arranged to provide potentially impacted AOL members with two years of free credit and identity theft monitoring through Lifelock at no cost to them. Verizon Media additionally has provided potentially affected members with a number they may contact for more information and for steps they can take to protect their information.

There are two (2) Maryland residents who may be affected by this issue. Attached for your reference is a copy of the notification being sent to the affected individuals on October 4, 2019.

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If you have any questions, please do not hesitate to contact me.

Very truly yours,

 LXX

Brittany Bacon

Enclosures



October 4, 2019

[Name]

[Address]

[City, State, ZIP]

### **NOTICE OF DATA BREACH**

Dear AOL Member,

We are writing to inform you about a data security issue that may involve certain of your personal information.

#### **What Happened?**

We recently learned that between March 12, 2019 and August 12, 2019, an AOL customer support agent with whom you communicated may have accessed certain of your information in violation of our policies. That agent has been terminated and the matter has been reported to law enforcement.

#### **What Information Was Involved?**

The agent may have obtained certain personal information, including name, email address, online account password, telephone number, postal address, and date of birth. Not all of the listed data elements may have been involved for your account.

#### **What We Are Doing**

We have conducted an extensive investigation and are taking the following actions to protect our members:

- We took immediate action to lock your AOL account until you reset your password. If you haven't done so already, the next time you log into your account, you will be given instructions to change your password.
- We took steps to enhance our systems that detect and prevent unauthorized access to member accounts.
- We are providing two years of free credit and identity theft monitoring through Lifelock to those AOL members who may have been impacted. To enroll to receive Lifelock services, please contact us at 703-265-3267.

#### **What You Can Do**

We also encourage you to follow these security recommendations:

- Change your passwords for any other accounts for which you use the same login credentials as your AOL account credentials.



- We encourage you to remain vigilant by reviewing your account statements and monitoring free credit reports. If you believe there is an unauthorized charge on your card, please contact your financial institution or card issuer immediately.
- You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. Order a free credit report by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free at 1-877-322-8228.
- Be cautious of any unsolicited communications that ask for your personal information or refer you to a web page asking for personal information. This may be a phishing email, which is a fraudulent email sent from what appears to be a reputable company or trusted user in order to get users to reveal their personal information.
- Additional recommendations about safeguarding your information is available in the enclosed Reference Guide.

#### **For More Information**

We value the trust our members place in us and continue to hold our members' security as a top priority. If you have any questions about this notice, please feel free to contact us directly at 703-265-3267.

As always, thank you for being a valued member.

Sincerely,

Brendan Jennings  
General Manager, Member Services



## Reference Guide

We encourage affected individuals to take the following steps:

**Register for Credit Monitoring and Identity Protection Services.** We are providing two-years of free credit and identity theft monitoring through Lifelock to those AOL members who may have been impacted. To enroll to receive Lifelock services, please contact us at 703-265-3267.

**Order Your Free Credit Report.** To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

**Report Incidents.** If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC and your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. For streamlined checklists and sample letters to help guide you through the recovery process, please visit <https://www.identitytheft.gov/>.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/idtheft/](http://www.ftc.gov/idtheft/)

**Consider Placing a Fraud Alert on Your Credit File.** To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.



|            |  |                |  |
|------------|--|----------------|--|
| Equifax    | Equifax Information Services LLC<br>P.O. Box 740241<br>Atlanta, GA 30374 | 1-800-525-6285 | <a href="http://www.equifax.com">www.equifax.com</a>       |
| Experian   | Experian Inc.<br>P.O. Box 9554<br>Allen, TX 75013                        | 1-888-397-3742 | <a href="http://www.experian.com">www.experian.com</a>     |
| TransUnion | TransUnion LLC<br>P.O. Box 2000<br>Chester, PA 19022-2000                | 1-800-680-7289 | <a href="http://www.transunion.com">www.transunion.com</a> |

**Consider Placing a Security Freeze on Your Credit File.** You may wish to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. *Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.* There is no charge to place or lift a security freeze. For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver’s license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

**For Maryland Residents.** You can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft. You may contact the Maryland Attorney General at:

Maryland Office of the Attorney General  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
(888) 743-0023 (toll-free in Maryland)  
(410) 576-6300  
[www.oag.state.md.us](http://www.oag.state.md.us)

**For North Carolina Residents.** You can obtain information from the North Carolina Attorney General’s Office about preventing identity theft. You can contact the North Carolina Attorney General at:



North Carolina Attorney General's Office  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
(877) 566-7226 (toll-free in North Carolina)  
(919) 716-6400  
[www.ncdoj.gov](http://www.ncdoj.gov)

**For Rhode Island Residents.** You may obtain information about preventing and avoiding identity theft from the Rhode Island Office of the Attorney General at:

Rhode Island Office of the Attorney General  
Consumer Protection Unit  
150 South Main Street  
Providence, RI 02903  
(401) 274-4400  
<http://www.riag.ri.gov>

You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request for a security freeze on your account.